

	APOLLO HOSPITALS, SECUNDERABAD		ROM – 04
			Issue: C
	POLICY ON ORGANIZATIONAL ETHICS		Date:06-01-2017
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PREPARED BY: Hospital Administrator		APPROVED BY: Chief Executive Officer	

1.0 Purpose:

To formulate, implement and communicate the ethical code of behavior under which Apollo Hospitals Secunderabad operates.

2.0 Policy:

Apollo Hospitals, Secunderabad is committed to ethical behaviour in all areas of management. This commitment encompasses corporate values (patient centric, compassion, team work, respect for all, Quality, Innovation and ownership) as well as the mission and vision of the organisation.

The Hospital shall carry out its operations in an ethically responsible manner. In conformance with the mission statement of the Hospital, all dealings with the patient and community served through patient care, education, and research shall be conducted according to the organizational ethics noted below:

The Ethical Management comprises of the following functions:

1. Complying with all legal and ethical codes. Code of Medical Ethics, 2002, Indian Nursing Council Act 1947, Indian Medical Council Act and other statutory regulations as applicable to the hospital.
2. Medical Audit Committee: Reviews all hospital mortality and identifies preventable causes leading to death and investigates any complaints (written and

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verbal) on medical management. To improve the quality of healthcare services rendered to the patients.

3. All the employees are given fair treatment as per the HR Standing orders:
 - **Open Forum:** To handle all employee grievances and to take suggestions from the employees for the overall improvement of the organisation.
 - **Grievance Handling Committee:** For addressing employee grievances and Sexual harassment.
4. Establishing efficient utilisation of resources, such as water and energy, minimising the generation of pollution and levels of contamination and mitigating the impact of such pollution and contamination
5. Adherence to the bio-medical waste management norms laid down by Andhra Pradesh Pollution Control Board

2.1 Marketing/Public Communications:

The Hospital shall not conduct or disclose misleading or inaccurate information, carryout marketing activities or any other communications with the general public or governmental entities. All laws relating to regulatory disclosure of information shall be followed. Public access to non-patient identifiable information may also be made available upon request to and approval from the Governing Body or its representative[s].

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2.2. Admissions/discharges/Transfers of Patients:

The Hospital shall maintain policies and procedures that address the ethic and lawful rights of patients as they relate to admission to, discharges from, and transfer to or from the facility.

2.3. Billing Practices:

The patient billing practices require that all patients or their legal representative be responsible for timely payment of their bills by actively participating in financial counseling services necessary to determine third party coverage. Detailed billing policies and procedures shall be maintained by the Hospital Billing Department.

2.4 Conflict of Interests:

All employees are subject to the Government of India Labor Laws. As such, the requirements of this law prohibits employees from soliciting or accepting, directly or indirectly, anything of economic value as a gift or gratuity, from any person or firm who has or is seeking to obtain contractual or other business or financial relationship with the Hospital.

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2.5 Purchasing Requirements:

Acquisition of equipment, supplies, contractual services and other expenditures shall be in compliance with Purchasing and Procurement Regulations.

2.6 Outside Employment:

Unclassified Hospital employees shall disclose any outside employment to the Hospital .Specific regulations, documentation and other information regarding outside employment may be obtained from the Department of Human Resources.

2.7 Other Ethical Issues:

Other issues relative to the ethical behavior of staff shall be in the various sections of the Hospital manual. Recognition of compliance with, and providing services within the context of these policies form the code of ethical behavior by which the Hospital seeks to accomplish its mission of providing international quality patient care, a teaching environment for training future healthcare provider, and supporting research.